

| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
|----------------------------------|---|---|------------------------------------|
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 1 | To improve the movement of people and products throughout Arizona. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| AGENCY and MVD/PROGRAM OBJECTIVE | 1 | For FY 2002, increase the number of commercial vehicles intercepted through intrastate mobile enforcement for size/weight violations to 850. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimate |
|------|---|-----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|----------|---------|-----------|------------------|
| IP | Total commercial vehicle traffic (includes credential checked, pre-cleared, and waved-thru traffic) | 24,361 | 560 | 4,509 | 3,547 | 3,277 | 1,661 | 896 | 2,321 | 814 | 564 | 1,010 | 0 | 0 | 19,159 | 27,000 |
| QL | Number of credential checked vehicles | 21,686 | 560 | 3,618 | 3,103 | 2,843 | 647 | 556 | 1,240 | 436 | 559 | 962 | 0 | 0 | 14,524 | 4,000 |
| OP | Number of vehicles weighed by mobile units (1 vehicle = 1 weigh) | 20,667 | 499 | 4,035 | 2,075 | 2,259 | 1,487 | 602 | 1,909 | 548 | 564 | 638 | 0 | 0 | 14,616 | 21,000 |
| OC | Number of weighed vehicles detected by mobile enforcement as violating size/weight requirements | 675 | 41 | 190 | 265 | 168 | 101 | 37 | 83 | 28 | 63 | 84 | 0 | 0 | 1,060 | 850 |
| OC | Percent of weighed vehicles detected by mobile enforcement as violating size/weight requirements | 3.3% | 8.2% | 4.7% | 12.8% | 7.4% | 6.8% | 6.1% | 4.3% | 5.1% | 11.2% | 13.2% | 0.0% | 0.0% | 7.3% | 4.0% |
| OP | Number of vehicles cited for weight/size violations | 188 | 17 | 99 | 127 | 75 | 15 | 9 | 17 | 6 | 5 | 13 | 0 | 0 | 383 | 250 |
| OP | Operating budget expenditures for mobile enforcement (direct costs) | \$276,695 | \$17,440 | \$29,330 | \$26,516 | \$35,485 | \$37,151 | \$25,891 | \$21,873 | \$27,560 | \$21,466 | \$19,541 | \$21,476 | \$5,623 | \$289,352 | \$300,000 |
| OP | Revenues collected from permit sales | \$20,776 | \$670 | \$6,541 | \$2,102 | \$723 | \$0 | \$856 | \$483 | \$183 | \$0 | \$297 | \$0 | \$0 | \$11,855 | \$15,800 |
| OP | Approximate revenues generated from civil penalties based on assessed fines | N/A | \$5,120 | \$35,520 | \$66,660 | \$42,440 | \$6,900 | \$4,175 | \$8,220 | \$3,500 | \$3,580 | \$13,301 | \$0 | \$0 | \$189,416 | Baseline |
| OP | Total approximate revenues collected due to enforcement activities | N/A | \$5,790 | \$42,061 | \$68,762 | \$43,163 | \$6,900 | \$5,031 | \$8,703 | \$3,683 | \$3,580 | \$13,598 | \$0 | \$0 | \$201,271 | Baseline |
| EF | Approximate revenues collected for every dollar spent on mobile enforcement | N/A | -\$3.01 | \$1.43 | \$2.59 | \$1.22 | -\$5.38 | -\$5.15 | -\$2.51 | -\$7.48 | -\$6.00 | -\$1.44 | \$0.00 | \$0.00 | -\$1.44 | Baseline |
| OP | Total mobile details | 70 | 5 | 9 | 13 | 10 | 8 | 5 | 12 | 7 | 4 | 10 | 0 | 0 | 83 | 85 |
| OP | Total staff hours for all mobile details | 1,088 | 50 | 1,003 | 1,609 | 488 | 741 | 349 | 542 | 386 | 248 | 496 | 0 | 0 | 5,912 | 2,568 |

VARIANCE STATEMENT

DECEMBER: As in November, reductions in the number of mobile details and vehicles in violation are the result of fewer vehicles on roadways (due to the holidays), employee leave time, winter weather conditions (ice and snow storms), and staff attendance at mandatory training. No activity occurred in the North due to elimination of overtime and personnel shortages; manning mobile details would have resulted in fixed port closures.

JANUARY: The current assignment of personnel and mobile port equipment to the Douglas and Nogales Ports at the request of the Federal Government caused an increase in mobile operations and violations over last month.

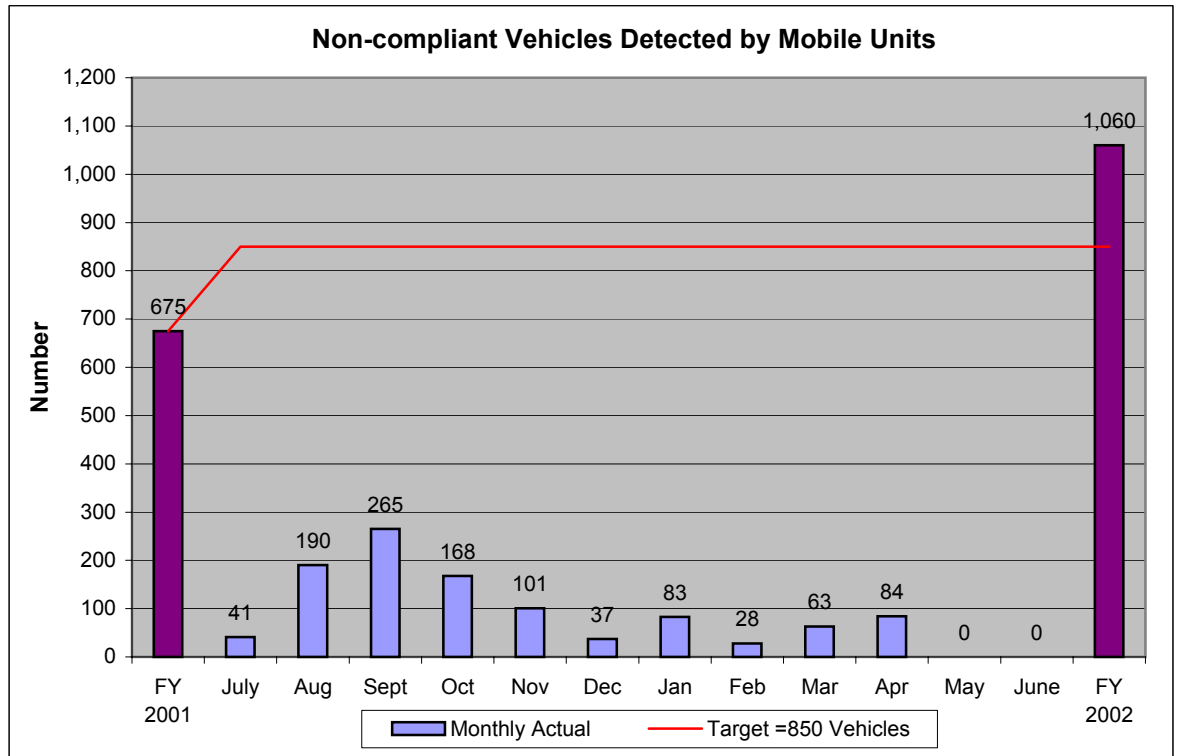
FEBRUARY and MARCH: Due to the current budget crisis and subsequent limitations on expenditures, mobile enforcement efforts have been severely curtailed, resulting in a significant reduction in results.

APRIL: Mobile activity increased over last month due to the Central and Southern mobile scale teams participation at the NAFTA border ports.

MAY and JUNE: There was no activity during these months. The Central and Southern Scale Teams were assigned to the NAFTA Project at the Arizona/Mexico border ports.

NOTES:

In December, it was discovered that counts for some measures have not been reported accurately. As a result, July through November counts and wording of measurements were changed to reflect the most complete and accurate information.



| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
|----------------------------------|---|--|------------------------------------|
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 1 | To improve the movement of people and products throughout Arizona. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| AGENCY and MVD/PROGRAM OBJECTIVE | 2 | For FY 2002, reduce waved-thru traffic to 7% of all commercial vehicle traffic identified at the fixed ports during hours of operation. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimate |
|------|---|--------------|---------|---------|---------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|--------------|------------------|
| IP | Number of fixed ports-of-entry (POEs) | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 | 22 |
| IP | Total commercial vehicle traffic at POEs during hours of operation (includes credential checked, pre-cleared, and waved-thru traffic) | 6,700,922 | 546,494 | 588,382 | 588,292 | 570,115 | 527,411 | 510,195 | 556,161 | 523,444 | 619,785 | 583,424 | 562,611 | 609,861 | 6,786,175 | 6,850,000 |
| QL | Number of vehicles waved-thru at POEs during hours of operation | 476,072 | 42,556 | 57,731 | 36,939 | 45,428 | 44,382 | 28,452 | 31,948 | 27,787 | 37,010 | 33,664 | 16,283 | 15,233 | 417,413 | 205,500 |
| OC | Percent of vehicles waved-thru at POEs during hours of operation | 7.1% | 7.8% | 9.8% | 6.3% | 8.0% | 8.4% | 5.6% | 5.7% | 5.3% | 6.0% | 5.8% | 2.9% | 2.5% | 6.2% | 7.0% |
| OP | Total weighings of vehicles at fixed POEs (includes repeats of same vehicle) | 3,899,396 | 298,851 | 233,790 | 272,610 | 319,281 | 293,250 | 277,451 | 315,356 | 289,033 | 327,978 | 331,648 | 299,096 | 319,771 | 3,578,115 | 4,200,000 |
| OP | Number of vehicles weighed at POEs (1 vehicle = 1 weigh) | 3,686,096 | 297,153 | 231,883 | 270,515 | 317,316 | 291,128 | 276,273 | 214,152 | 287,598 | 325,900 | 312,935 | 293,938 | 318,641 | 3,437,432 | 4,100,000 |
| QL | Number of weighed vehicles detected at POEs as violating size/weight requirements | 21,099 | 1,456 | 1,412 | 1,447 | 1,665 | 2,054 | 1,587 | 1,920 | 1,536 | 1,875 | 1,735 | 1,937 | 1,898 | 20,522 | 26,650 |
| QL | Percent of weighed vehicles detected at POEs as violating size/weight requirements | 0.57% | 0.49% | 0.61% | 0.53% | 0.52% | 0.71% | 0.57% | 0.90% | 0.53% | 0.58% | 0.55% | 0.66% | 0.60% | 0.60% | 0.65% |
| OP | Number of vehicles cited for weight/size violations | 1,998 | 166 | 155 | 131 | 174 | 194 | 161 | 170 | 163 | 180 | 165 | 212 | 213 | 2,084 | 4,200 |
| IP | Operating budget expenditures for POEs (direct costs) | \$6,222,666 | 497,590 | 554,113 | 486,051 | 535,480 | 750,324 | 545,400 | 547,969 | 559,578 | 553,093 | 554,016 | 790,220 | 620,288 | \$6,994,122 | \$6,750,000 |
| OP | Revenues collected due to port permit sales | \$14,127,312 | 812,213 | 833,634 | 871,692 | 1,050,674 | 1,112,174 | 1,028,019 | 1,254,971 | 1,169,994 | 1,506,595 | 1,229,974 | 1,071,934 | 870,774 | \$12,812,648 | \$18,125,000 |
| OP | Approximate revenues generated from civil penalties based on assessed fines | N/A | 92,300 | 80,580 | 91,540 | 139,600 | 147,220 | 96,030 | 113,581 | 88,160 | 122,550 | 97,730 | 156,400 | 146,720 | \$1,372,411 | Baseline |
| OP | Total approximate revenues collected due to enforcement activities | N/A | 904,513 | 914,214 | 963,232 | 1,190,274 | 1,259,394 | 1,124,049 | 1,368,552 | 1,258,154 | 1,629,145 | 1,327,704 | 1,228,334 | 1,017,494 | \$14,185,059 | Baseline |
| EF | Approximate revenues collected for every dollar spent on fixed ports enforcement | N/A | \$1.82 | \$1.65 | \$1.98 | \$2.22 | \$1.68 | \$2.06 | \$2.50 | \$2.25 | \$2.95 | \$2.40 | \$1.55 | \$1.64 | \$2.03 | Baseline |

VARIANCE STATEMENT

AUGUST: Screening equipment downtime at Sanders & San Simon continues.

SEPTEMBER: Reduced wave-thrus attributed to a one-week closure at Sanders due to construction (WIM Project). Sanders staffing redirected to mobile operations during this closure.

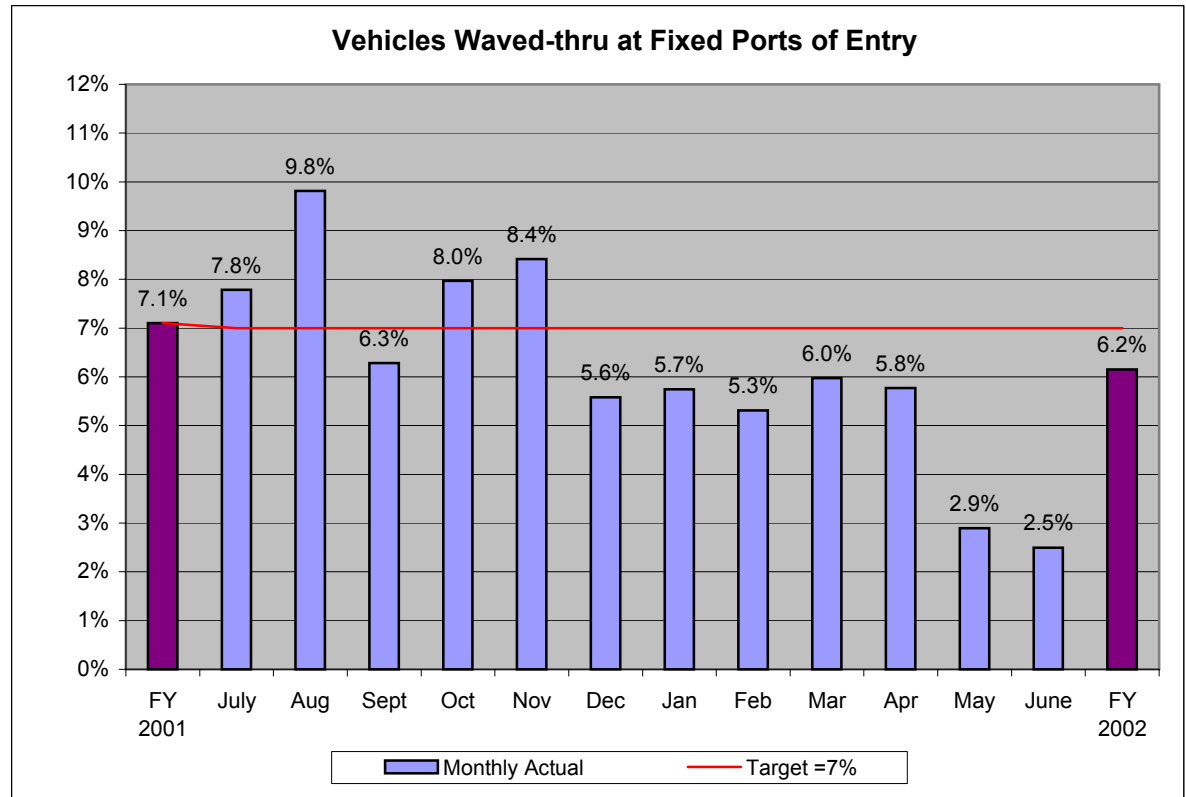
OCTOBER: Increased wave-thrus due to Sanders WIM construction completed during first part of month and Topock construction beginning the latter half of month. Additionally, HazMat incident created backlog of trucks in New Mexico, which had to be waved at Sanders.

APRIL: No significant change in performance from prior period. Although staffing shortages continue to cause reduction in operation hours, utilization of new sorter system at Topock has had a positive impact.

MAY: Utilization of the new sorter systems at Ehrenberg, San Simon, Sanders, and Topock have greatly decreased the number of vehicles waved. There are still a few bugs in the system, but these are being worked out.

JUNE: No significant change in performance from prior period.

NOTES



| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
|----------------------|---|---|------------------------------------|
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 2 | To increase the quality, timeliness and cost effectiveness of our products and services. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| SUBPROGRAM OBJECTIVE | 3 | For FY 2002, establish a baseline for the average wait time in calendar days for off-site vehicle inspection requests in the Arizona Central Region. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimated |
|------|--|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------|-------------------|
| IP | Total number of vehicle inspection requests | N/A | 825 | 1,206 | 1,061 | 1,266 | 1,173 | 1,082 | 1,153 | 1,165 | 1,348 | 1,482 | 1,469 | 1,198 | 8,157 | Baseline |
| OP | Percent of vehicle inspection requests completed or cancelled | N/A | 47% | 53% | 52% | 54% | 49% | 51% | 56% | 50% | 41% | 41% | 56% | 37% | 86% | Baseline |
| OP | Total number of off-site inspections completed (Levels 1, 2, & 3) | N/A | 2,559 | 2,912 | 2,862 | 4,108 | 2,441 | 2,199 | 2,534 | 2,639 | 2,513 | 2,182 | 1,548 | 1,603 | 30,100 | Baseline |
| EF | Average wait in calendar days for all off-site vehicle inspection requests | N/A | 11.8 | 14.9 | 21.5 | 14.1 | 15.5 | 20.7 | 23.9 | 21.2 | 32.2 | 58.7 | 49.4 | 31.8 | 24.2 | Baseline |
| OP | Total number of on-site inspections completed (Levels 1, 2, & 3) | N/A | 2,071 | 1,920 | 1,796 | 2,238 | 1,881 | 1,676 | 1,674 | 1,823 | 1,902 | 2,025 | 1,885 | 1,818 | 22,709 | Baseline |
| OP | Total number of off- and on-site inspections completed (Levels 1, 2, & 3) | 64,263 | 4,630 | 4,832 | 4,658 | 6,346 | 4,322 | 3,875 | 4,208 | 4,462 | 4,415 | 4,207 | 3,433 | 3,421 | 52,809 | 65,388 |
| EF | Percent of vehicle inspection requests completed | N/A | 43.6% | 44.5% | 44.1% | 45.6% | 42.5% | 41.4% | 44.1% | 44.0% | 32.6% | 29.1% | 38.9% | 34.1% | 70.7% | Baseline |
| OP | Hours spent on all off- and on-site inspections | 44,963 | 3,284 | 3,205 | 2,784 | 3,392 | 2,284 | 1,972 | 2,572 | 2,314 | 1,876 | 2,027 | 1,849 | 1,878 | 29,437 | 53,160 |
| EF | Average hours per off- and on-site vehicle inspection | 0.70 | 0.7 | 0.7 | 0.6 | 0.5 | 0.5 | 0.5 | 0.6 | 0.5 | 0.4 | 0.5 | 0.5 | 0.5 | 0.6 | 0.81 |
| OP | Percent of vehicles receiving only Level 1 inspections | 56.8% | 51.2% | 54.2% | 55.3% | 60.3% | 52.6% | 54.9% | 48.9% | 52.6% | 51.1% | 45.2% | 39.6% | 36.4% | 51.0% | 55.4% |
| OP | Percent of vehicles receiving only Level 2 inspections | 15.8% | 17.4% | 15.7% | 16.7% | 15.2% | 14.6% | 15.2% | 22.9% | 18.8% | 18.6% | 22.3% | 19.4% | 21.8% | 18.0% | 16.8% |
| OP | Percent of vehicles receiving only Level 3 inspections | 27.4% | 31.4% | 30.1% | 28.1% | 24.5% | 32.9% | 29.9% | 28.2% | 28.6% | 30.3% | 32.4% | 41.0% | 41.9% | 31.0% | 27.8% |
| OP | Number of salvage yard audits performed | | 0 | 0 | 0 | 0 | 2 | 3 | 3 | 1 | 2 | 0 | 0 | 0 | 11 | |
| OC | Number of inspected vehicles identified as stolen | 612 | 47 | 61 | 34 | 63 | 40 | 55 | 46 | 65 | 40 | 35 | 34 | 33 | 553 | 830 |
| OC | Recovery value of identified stolen vehicles (in thousands) | \$3,909 | \$323 | \$313 | \$197 | \$310 | \$209 | \$207 | \$321 | \$382 | \$315 | \$235 | \$149 | \$150 | \$3,111 | \$5,050 |
| OC | Revenues collected for vehicle inspections (in thousands) | \$1,085 | \$84 | \$91 | \$80 | \$98 | \$82 | \$69 | \$100 | \$76 | \$87 | \$85 | \$83 | \$85 | \$1,020 | \$1,128 |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimated |
|------|--|---------|---------|---------|---------|-------|---------|-----|-----|-----|-----|-----|---------|---------|----------|-------------------|
| QL | Percentage of towing industry and salvage yard customers rating vehicle inspection turnaround time as either excellent or good | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | Baseline |
| QL | Number of vehicles inspected for restored salvage certificate of title that exceed mandatory 20-day inspection requirement | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 320 | 642 | 704 | 1,666 | Baseline |
| QL | Number of cancelled off-site vehicle inspection requests | N/A | 25 | 103 | 80 | 105 | 70 | 109 | 132 | 73 | 113 | 171 | 252 | 29 | 1,262 | Baseline |
| OP | Overtime hours worked | N/A | 400 | 299 | 89 | 35 | 86 | 0 | 0 | 0 | 0 | 0 | 160 | 190 | 1,259 | Baseline |
| OP | Overtime pay expended | N/A | \$7,214 | \$5,391 | \$1,604 | \$698 | \$1,856 | \$0 | \$0 | \$0 | \$0 | \$0 | \$2,880 | \$3,403 | \$23,046 | Baseline |

VARIANCE STATEMENT

DECEMBER and JANUARY: Inspection wait time increased due to five vacancies created by resignation.

FEBRUARY: Inspection request wait times continue to increase due to five vacant positions in the Phoenix Metropolitan area, no authorized overtime funds, and restriction of travel funds, which limits the use of outside Officers to assist with inspection backlog.

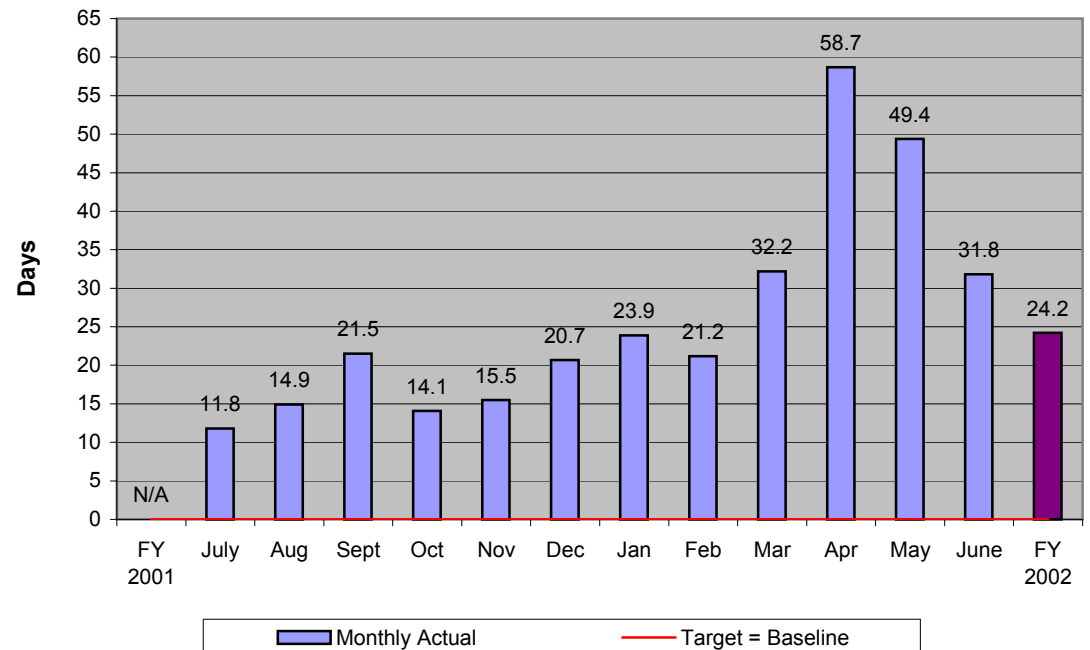
MARCH: The loss of three additional certified officers further increase the inspection wait times. Due to manpower shortages, all on-site level 3 inspection requests in the Phoenix Metropolitan area are now performed on an appointment basis only.

APRIL: Manpower shortages continue to decrease performance in the Central Region. Four officers were hired at the end of April, but did not appreciably impact April inspection requests. Eight officer cadets assigned to Phoenix metropolitan area started AZPOST academy. Due to manpower shortages, 320 on-site inspection requests exceeded the 20-day wait period.

MAY: Northern and Southern Region enforcement staff assisted with backlogged inspection requests. In addition, officers from the Tucson area assisted with inspections while six cadets (two cadets were dropped) attended the specialty officers academy (awaiting graduation on June 14th). Manpower shortages continue to plague inspection efforts in the Phoenix metropolitan area; 642 on-site level 3 inspection requests exceeded the 20-day wait period.

JUNE: Six officers completed the AZPOST academy and returned to duty mid-month. One additional officer transferred from Topock port-of-entry to the Scottsdale enforcement office. There are continuing attempts to hire for five remaining vacancies. Received noticed that two seasoned officers will be reassigned to Dyed Fuel Program. Recent academy graduates are receiving on-the-job training for level 2 & 3 inspections. Due to manpower shortages and training, 704 on-site level 3 inspection requests exceeded the 20-day wait period.

Average Off-site Vehicle Inspection Wait Time



NOTES

The hiring of six staff in August and September resulted in a 70% reduction in overtime hours and pay during that timeframe.

| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
|----------------------|---|---|------------------------------------|
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 2 | To increase the quality, timeliness and cost effectiveness of our products and services. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| SUBPROGRAM OBJECTIVE | 4 | For FY 2002, establish a baseline for the number of leads that result in compliance within 30 days of compliance letter being sent or as result of other action. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimated |
|------|---|---------|------|------|------|------|------|-------|---------|----------|----------|----------|----------|-----------|-----------|-------------------|
| IP | Number of special request registration compliance leads | N/A | 0 | 0 | 0 | 2 | 1 | 2 | 0 | 1 | 4 | 0 | 7 | 0 | 17 | Baseline |
| IP | Number of 1-800 number registration compliance leads | N/A | 134 | 76 | 234 | 228 | 248 | 202 | 183 | 58 | 141 | 110 | 273 | 286 | 2,173 | Baseline |
| IP | Leads carried over from previous period | N/A | 0 | 134 | 210 | 444 | 674 | 923 | 1,127 | 1,262 | 1,209 | 870 | 456 | 175 | 0 | |
| IP | Total leads | N/A | 134 | 210 | 444 | 674 | 923 | 1,127 | 1,310 | 1,321 | 1,354 | 980 | 736 | 461 | 2,190 | |
| OP | Number of leads closed | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 48 | 112 | 484 | 524 | 561 | 442 | 2,171 | Baseline |
| OP | Percent of leads closed | N/A | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.7% | 8.5% | 35.7% | 53.5% | 76.2% | 95.9% | 99.1% | Baseline |
| OC | Number of closed leads resulting in compliance through registration or proof that registration is not required | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 8 | 77 | 236 | 42 | 288 | 213 | 864 | Baseline |
| OC | Percent of closed leads resulting in compliance through registration or proof that registration is not required | N/A | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 16.7% | 68.8% | 48.8% | 8.0% | 51.3% | 48.2% | 39.8% | Baseline |
| OP | Number of closed leads that did not result in compliance due to exhausted lead potential | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 40 | 35 | 248 | 482 | 273 | 229 | 1,307 | Baseline |
| OC | Number of leads resulting in compliance within 30 days of compliance letter or other action | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 3 | 34 | 86 | 91 | 116 | 53 | 383 | Baseline |
| OC | Revenues generated from registration compliance efforts | N/A | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$1,230 | \$14,593 | \$34,379 | \$29,561 | \$36,334 | \$144,958 | \$261,055 | Baseline |
| OP | Average revenues generated per vehicle registered due to compliance efforts | N/A | \$0 | \$0 | \$0 | \$0 | \$0 | \$0 | \$154 | \$190 | \$146 | \$704 | \$126 | \$681 | \$302 | Baseline |
| OP | Number of officer hours spent on registration compliance efforts | N/A | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 73.6 | 75.6 | 160.0 | 160.0 | 160.0 | 120.0 | N/A | Baseline |
| OP | Percent of officer hours spent investigating leads | N/A | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 46% | 47% | 100% | 100% | 100% | 84% | N/A | Baseline |
| OP | Percent of officer hours spent in court | N/A | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | N/A | Baseline |
| OP | Number of compliance letters sent | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | 136 | 278 | 273 | 61 | 748 | Baseline |
| OP | Number of warnings given | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 57 | 78 | 168 | 159 | 16 | 479 | Baseline |
| OP | Number of citations given | N/A | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 2 | 4 | Baseline |

VARIANCE STATEMENT

FEBRUARY: Administrative assistant positions filled. Enforcement officer receiving training on investigative tools.

MARCH: Enforcement efforts in place and initial results favorable with 70% compliance.

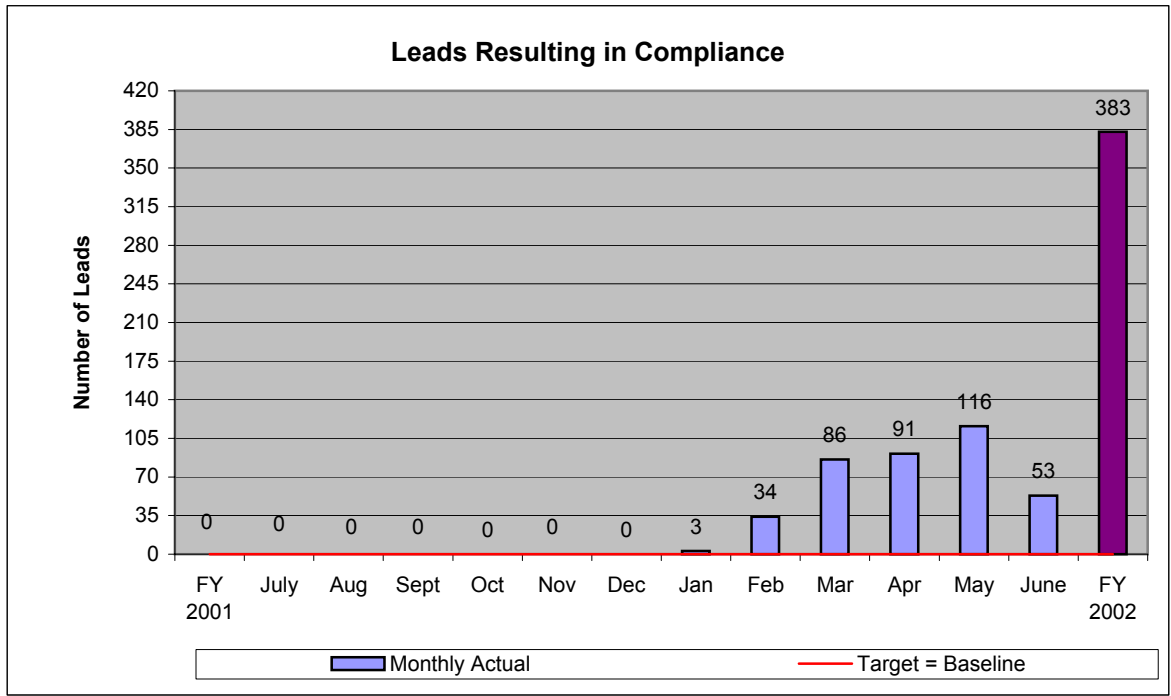
APRIL: Enforcement efforts continue. No appreciable difference exists from the prior month's performance. Currently, problems are being experienced with the 1-800 number not ringing through to the office, but the messages are still being retrieved. Work is in progress to correct the malfunction.

MAY: Enforcement efforts continue to improve. Staff are working to streamline operations and are searching for alternative public awareness methods.

JUNE: Decrease in performance was due to a 40-hour vacation of the program's one authorized officer; the temporarily assigned officer was also used for 20 hours to help train recently graduated officers from the AZPOST academy. The program also received 286 telephone leads; however, 229 were closed due to exhausted lead potential.

NOTES

Completed repairs on 1-800 system in June. Calls now ring directly to office. Preparing public service announcements.



| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
|----------------------|---|---|------------------------------------|
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 2 | To increase the quality, timeliness and cost effectiveness of our products and services. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| SUBPROGRAM OBJECTIVE | 5 | For FY 2002, maintain a 133-day average for closing Dealer Investigation cases assigned to the Office of Special Investigations. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimated |
|------|--|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------|-------------------|
| IP | Number of new Dealer Investigation cases | 1,935 | 191 | 277 | 139 | 157 | 102 | 141 | 196 | 202 | 225 | 311 | 178 | 127 | 2,246 | 1,974 |
| IP | Number of pending Dealer Investigation cases | 1,596 | 1,483 | 1,349 | 1,321 | 1,286 | 1,337 | 1,094 | 1,151 | 1,164 | 1,203 | 1,231 | 1,228 | 1,163 | 1,483 | 1,653 |
| IP | Total number of Dealer Investigation cases in progress | 3,531 | 1,674 | 1,626 | 1,460 | 1,443 | 1,439 | 1,235 | 1,347 | 1,366 | 1,428 | 1,542 | 1,406 | 1,290 | 3,729 | 3,626 |
| OP | Number of Dealer Investigation cases closed | 1,878 | 325 | 305 | 174 | 106 | 345 | 84 | 183 | 163 | 197 | 314 | 243 | 187 | 2,626 | 1,896 |
| OP | Percent of Dealer Investigation cases closed | 53% | 19.4% | 18.8% | 11.9% | 7.3% | 24.0% | 6.8% | 13.6% | 11.9% | 13.8% | 20.4% | 17.3% | 14.5% | 70.4% | 52% |
| EF | Average number of Dealer Investigation cases closed per special investigator | 235 | 36 | 34 | 17 | 12 | 38 | 10 | 23 | 18 | 20 | 31 | 24 | 19 | 282 | 237 |
| EF | Average number of days to close a Dealer Investigation case | 133 | 134 | 125 | 144 | 113 | 238 | 151 | 196 | 113 | 215 | 139 | 132 | 119 | 155 | 133 |

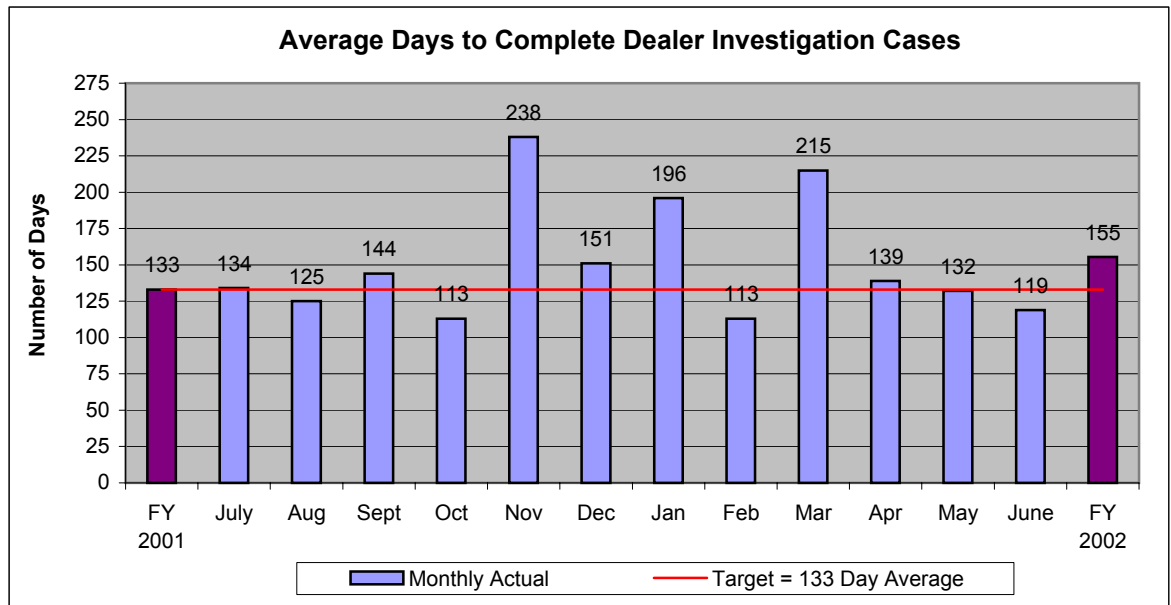
VARIANCE STATEMENT

JULY through OCTOBER: No variance statement offered. Significant logistical difficulties exist in tracking and analyzing the thousands of cases handled in relationship to offering a variance on monthly changes in overall average days for cases closed in that month. If evidence of reasons for shifts in performance become more clear, these will be offered.

NOVEMBER: The volume of cases does not lend itself to a detailed accounting for variances; however, in this instance, the large variance was due to the completion of numerous cases started almost one year ago involving a large new car dealer that went out of business. Case completions were delayed while waiting for resolution of a federal investigation.

DECEMBER through JUNE: No variance statement offered. (See "JULY through OCTOBER" rationale.)

NOTES



| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
|----------------------|---|---|------------------------------------|
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 2 | To increase the quality, timeliness and cost effectiveness of our products and services. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| SUBPROGRAM OBJECTIVE | 6 | For FY 2002, limit the number of dealers repeatedly violating motor vehicle laws to 180. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimated |
|------|---|---------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|-------|---------|-------------------|
| IP | Total number of licensed dealers | 3,926 | 3,960 | 3,993 | 4,023 | 4,051 | 4,076 | 4,112 | 4,125 | 4,151 | 4,163 | 4,211 | 4,266 | 4,277 | 4,117 | 4,000 |
| IP | Number of licensed dealers violating motor vehicle laws | 1,014 | 231 | 199 | 78 | 66 | 203 | 45 | 89 | 84 | 149 | 193 | 118 | 93 | 1,317 | 1,020 |
| IP | Number of unlicensed dealers discovered (motor vehicle law violators) | 403 | 28 | 41 | 20 | 15 | 59 | 11 | 31 | 27 | 14 | 25 | 46 | 33 | 350 | 420 |
| OC | Number of dealers (licensed and unlicensed) with repeat violations in one-year timeframe | 127 | 21 | 14 | 8 | 3 | 10 | 7 | 8 | 8 | 12 | 15 | 19 | 20 | 145 | 180 |
| IP | Total number of Dealer Investigation cases (complaints) | 3,531 | 1,674 | 1,626 | 1,460 | 1,443 | 1,439 | 1,235 | 1,347 | 1,366 | 1,428 | 1,542 | 1,406 | 1,290 | 3,729 | 3,626 |
| OP | Number of Dealer Investigation cases closed | 1,878 | 325 | 305 | 174 | 106 | 345 | 84 | 183 | 163 | 197 | 314 | 243 | 187 | 2,626 | 1,896 |
| OP | Ratio of cases closed to repeat violators (violators = 1) | | 15 | 22 | 22 | 35 | 35 | 12 | 23 | 20 | 16 | 21 | 13 | 9 | 18 | |
| OP | Number of enforcement actions taken | 1,604 | 259 | 240 | 99 | 81 | 263 | 56 | 120 | 111 | 163 | 218 | 164 | 126 | 1,900 | 1,620 |
| OP | Number of Hearing Office referrals for sanctioning of licenses or other actions for serious or repeat violators | 6 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 2 | 3 | N/A |
| OC | Number of disciplinary actions/ sanctions taken by Hearing Office | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 3 | 0 | 0 | 5 | N/A |

VARIANCE STATEMENT

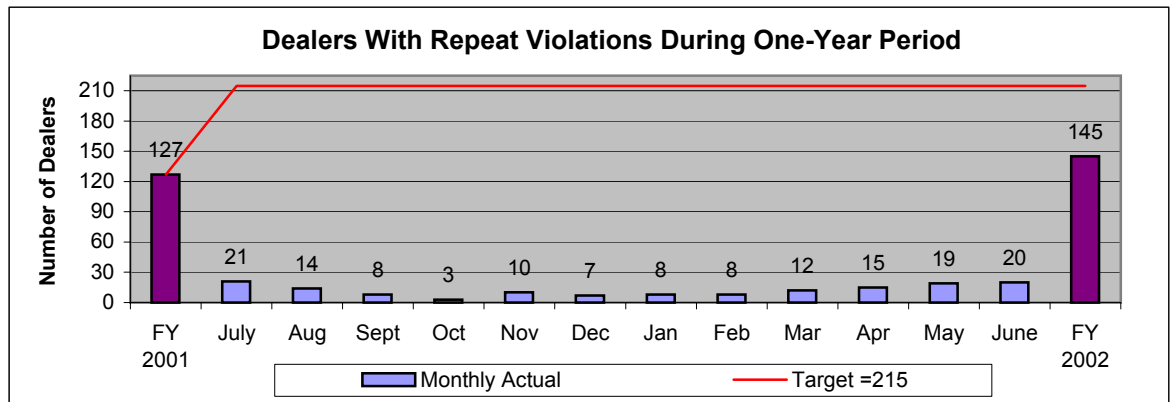
APRIL: The slight jump in repeat violators is due to the increase in the number of cases closed, coupled with an increase in the number of sustained cases by licensed and unlicensed dealers.

MAY: The slight increase in repeat violators is due to the above average increase in the number of cases closed.

JUNE: No significant change in key measure from previous period. Lower counts overall may be the result of one investigator being on leave for most of the month.

NOTES

Based on the first six months of FY 2002, the target should be easily obtained.



| | | | |
|----------------------------|---|--|------------------------------------|
| 2002 MONTHLY REPORT | | PROGRAM | Motor Vehicle Division |
| | | SUBPROGRAM/AREA | Motor Vehicle Enforcement Services |
| AGENCY GOAL | 2 | To increase the quality, timeliness and cost effectiveness of our products and services. | |
| MVD/PROGRAM GOAL | 3 | To regulate and license the motoring public and partners in support of safe travel and consumer protection. | |
| SUBPROGRAM OBJECTIVE | 7 | For FY 2001, maintain a 38-day average for closing Internal Affairs cases assigned to the Office of Special Investigations. | |

| Type | PERFORMANCE MEASURES | FY 2001 | July | Aug | Sept | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | June | FY 2002 | FY 2002 Estimated |
|------|--|---------|-------|-------|------|-------|-------|-------|-------|------|-------|-------|-------|-------|---------|-------------------|
| IP | Number of special investigators | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 3 | 3 | 4 | 4 |
| IP | Number of new Internal Affairs cases | 130 | 8 | 7 | 7 | 6 | 9 | 8 | 7 | 7 | 8 | 8 | 12 | 5 | 92 | 135 |
| IP | Number of pending Internal Affairs cases | 47 | 12 | 12 | 14 | 19 | 17 | 20 | 17 | 20 | 25 | 24 | 19 | 20 | 12 | 45 |
| IP | Total number of Internal Affairs cases in progress | 177 | 20 | 19 | 21 | 25 | 26 | 28 | 24 | 27 | 33 | 32 | 31 | 25 | 104 | 180 |
| OC | Number of Internal Affairs cases closed | 132 | 8 | 11 | 2 | 8 | 6 | 11 | 4 | 2 | 9 | 13 | 11 | 4 | 89 | 152 |
| OC | Percent of Internal Affairs cases closed | 75% | 40.0% | 57.9% | 9.5% | 32.0% | 23.1% | 39.3% | 16.7% | 7.4% | 27.3% | 40.6% | 35.5% | 16.0% | 85.6% | 84% |
| EF | Average number of Internal Affairs cases closed per special investigator | 26 | 2.0 | 2.8 | 0.5 | 2.0 | 1.5 | 2.8 | 1.0 | 0.5 | 2.3 | 4.3 | 3.7 | 1.3 | 23.7 | 25 |
| EF | Average number of days to close an Internal Affairs case | 40 | 38.0 | 15.0 | 16.5 | 31.0 | 69.0 | 30.5 | 31.5 | 11.0 | 64.0 | 39.0 | 22.0 | 36.0 | 35.0 | 38 |
| OP | Number of cases newly referred for prosecution | N/A | 1 | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 1 | 1 | 6 | 15 |
| OP | Cases not decided/acted upon yet | N/A | 5 | 6 | 7 | 5 | 5 | 5 | 6 | 6 | 6 | 7 | 7 | 7 | 7 | 4 |
| OP | Total number of cases in prosecutorial status | 10 | 6 | 7 | 7 | 5 | 5 | 6 | 6 | 6 | 7 | 7 | 8 | 8 | 13 | 19 |
| OC | Number of referred cases rejected by prosecutor for prosecution | 5 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 2 |
| OC | Number of referred cases resulting in plea bargain | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 2 | 9 |
| OC | Number of referred cases resulting in jury or judge conviction | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 1 |
| OC | Number of referred cases resulting in dismissal or acquittal | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |

VARIANCE STATEMENT

AUGUST: Minor cases made up a large number of those closed.

OCTOBER: The increase is indicative of a return toward more normal business practices and the completion of several cases that had been open for extended periods.

NOVEMBER: Several cases assigned last spring were completed. The delays were due to higher priority cases being worked and the fact that the cases in question were carried over from an investigator who left the unit.

DECEMBER and JANUARY: No variance statement offered.

FEBRUARY: Cases completed were relatively minor.

MARCH: Several cases completed this month had been on hold pending completion of criminal investigations by other agencies.

APRIL: Cases completed were relatively minor. An investigator due to retire April 30 cleared out a backlog of cases.

MAY: By being short one investigator, a renewed emphasis has been placed on resolving cases as quickly as possible with the minimum information necessary to sustain disciplinary action.

JUNE: The increase in completion times and the limited number of cases completed is the result of being short one investigator (25% of staff) and the acceptance of several high profile cases that will require almost the exclusive attention of assigned investigators.

NOTES

